NEC

UC for Business - Intelligent Mobility

At a Glance

- Treats landline and mobile devices as one
- Creates an easy, seamless calling experience with one-number calling
- Eliminates the frustration of delayed communications with improved responsiveness
- Improves customer satisfaction
- Lessens wasted time

Overview

NEC's UC for Business (UCB) Intelligent Mobility allows you to take control of your communication devices. Intelligent mobility gives you the freedom to control how, when, where and with whom you communicate. You make the choices that create real-time connectivity on any device and from any location - at your convenience.

A great many jobs would get done much quicker if everyone could reach you anywhere, anytime – simply by calling your office phone. But most of us are away from our desk at various times during the day, which results in voice messages, making return calls or your callers having to ring two numbers. Intelligent Mobility makes sure callers can automatically get through to you on your desk phone or mobile device.

With Intelligent Mobility, people need only one number to reach you. Callers will no longer need to leave messages for you, get transferred to a colleague or call multiple numbers hoping to catch you as you're on the move.

You will save time by not having to listen to messages and not having to return calls. But most of all, you won't miss any important calls when you've just walked away from your desk. Customer satisfaction will substantially improve.

Solution

Redirects Callers Immediately

Intelligent Mobility automatically redirects callers to your mobile phone, as soon as you've stepped away from your desk. There's no need for callers to hang up and re-dial your mobile or wait for a message to hear which keys to press to get redirected. You don't even need to forward your phone. When a call comes in, UCB Presence functionality detects whether you're at your desk or not. If you are momentarily away, in a meeting or out of the office, calls are automatically routed to your mobile phone. All you do is simply click the 'Go Mobile' button on your UCB Desktop before stepping away.

Allows Device Switching while on a Call

You can transfer a call to your mobile phone as you move away from your desk as well as transfer it back when you return. While talking on your mobile phone, a single mouse click continues the call on your desk phone without hanging up or re-establishing the call. When you transfer mobile calls back to your desk phone, you can access UCB's call handling functionality, such as one-touch Transfer, Conference and Record.

Provides Selective Call Direction

Intelligent Mobility enables you to selectively direct all calls or only high priority calls to your mobile, e.g., when you are in a meeting. This ensures that you will never miss that important call again, no matter where you are. While high priority callers ring directly through to your mobile, other calls are transferred to your voice mailbox.

Eliminates Multiple Mailboxes

Another smart feature of Intelligent Mobility is that you no longer need to check multiple mailboxes. You can access all your messages from one place using either your mobile or desk phone, UCB Executive Desktop and Microsoft® Outlook® or IBM® Lotus® Notes® (Outlook Web Access or Lotus iNotes, when off-site). You can also choose to receive an SMS message or a phone call to alert you to a new message.

Improves Customer Service

When you are not available, callers are given one-touch key options, including dial the operator, transfer to another person in the office, etc. Callers hear a greeting with up-to-date, relevant information on your current activity (e.g., you are in a meeting or on vacation) and your estimated time of return. You can also automatically adjust your greetings to accommodate your calendar appointments.They can exit IVR at any time and be transferred to a queue for delivery to an agent along with the information collected through the IVR.

Licensing

No license is required for UCB Intelligent Mobility. UCB Mobility functionality is PBX platform and version dependent.

Required Modules

Each UCB Intelligent Mobility user requires one of the following applications:

- Executive Desktop
- Agent Desktop
- Executive Outlook

To receive all messages in one single mailbox, an additional DDI number is required per employee.

See at a glance whether your colleagues are available, or making a call from their mobile

Transfer a call from your desk phone to your mobile, with one easy click

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